



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**AT&T Communications of Illinois, Inc.**  
**for quarter ending June 30, 2004**

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.00	5.00	5.00	5.00
B. Operator Answer Time - Information [730.510(a)(1)]	5.00	6.00	6.00	5.67
C. Repair Office Answer Time [730.510(b)(1)]	28.00	32.00	31.00	30.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	25.00	35.00	27.00	29.00
E. Percent of Service Installations [730.540(a)]	92.00%	97.00%	97.00%	95.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	87.00% *	83.00% *	77.00% *	82.00% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.01	1.72	1.81	1.51
H. Percent Repeat Trouble Reports [730.545(c)]	14.00%	14.00%	17.00%	15.00%
I. Percent of Installation Trouble Reports [730.545(f)]	10.00%	30.00% *	20.00%	20.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	2	0	1

**Comments**

Item J. - Not able to report.

Under Performance Data - Code Part 730: Items C & D reflect AT&T Business.

AT&T Consumer numbers are as follows:

Item C: January - 150; February - 215; March - 235

Item D: January - 256; February - 193; March - 190



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